

Reaching Out to the Public



In 2009, San Bernardino County tightened its focus on providing both county residents and employees with up-to-date information on current events and available services. This effort proved successful through the implementation of a new countywide toll-free number to access services, the development and delivery of the “At Your Service” Resident Guide, and the launch of the internal electronic newsletter “ServiceLine.”

In March, the county created a new toll-free telephone number, (888) 818-8988, residents can use to connect the county’s multitude of vital services. Until then, the county employed a series of ordinary phone numbers serving various regions of the county. The toll-free number routes calls to live operators who are trained in the various services provided by the county.

In June, the county began heavily publicizing the new toll-free number as it rolled out its “At Your Service” public outreach campaign, which is intended to inform residents about the many services provided by the county and help people connect with the services they need. The campaign features as its centerpiece the “At Your Service” Resident Guide. The colorful 16-page booklet includes detailed information about the county, its 24 cities, and contact information for virtually every service available to the public. Contents include critical information for residents that have lost jobs, are facing foreclosure, coping with family crisis or need other vital county services. Additionally it provides information ranging from job training, pest control and healthcare to camping, senior centers and wedding licenses — all of the most frequently used public services. Published in both English and Spanish, the county delivered it to more than 200,000 households, including all of the unincorporated areas and nearly 90,000 additional households with subscriptions to area newspapers. The guides were also made available online and provided on public counters in county buildings.

Another key step in the comprehensive outreach effort was the November debut of “ServiceLine.” An electronic publication developed and made available to county employees through the county’s intranet site Countyline, “ServiceLine” provides monthly information on countywide calendar events, services provided to the public as well as services available to employees. Additionally, “ServiceLine” is used to highlight employees providing outstanding public service, respond to questions and comments received through the Service Suggestion Box, and news from various county departments.

Outstanding Employees 2009

As part of Public Service Recognition Week, on May 5 the Board of Supervisors honored 46 County employees chosen as “outstanding” for customer services, initiative, leadership, accomplishments, attitude, and community service apart from their jobs. The following county employees were recognized as Outstanding Employees for 2009:



Helen Avery / Board of Retirement
 Tisha Baca / Economic Development
 Delia Barreto / First 5
 Jose Breucop / Purchasing
 Pamela Brewer Nelson / Real Estate Services
 Matthew J. Brown / Board of Supervisors
 Norman Buckner / Community Development & Housing
 Fred Burks / Workforce Development
 Jessie Marie Burr / PERC
 Deborah Cai / Auditor/Controller-Recorder
 Robert Coon / Airports
 Jan Dustin / Redevelopment Agency
 Sarah Eberhardt-Rios / Behavioral Health
 Carl Elser / Library
 Matthew Erickson / Administrative Office
 Deborah Farlow / Aging & Adult Services
 Cyndi Fuzie / Probation
 Priscilla Garcia / Child Support Services
 Michael Hanowitz / Children and Family Services
 Jason Jones / Registrar of Voters
 Trish Munoz / Land Use Services
 Emilio Lopez / Agriculture/Weights & Measures
 Jacqueline Love / County Counsel
 Jennifer Luna / Clerk of the Board
 Larita Manalili / Fire
 Melissa Martinez / Human Resources
 Darren Meeka / Solid Waste Management
 Nina Mendoza / Sheriff-Coroner
 Mervat Mikhail / Flood Control
 Myrna Munoz / Arrowhead Regional Medical Center
 Kelly Palmer / Fleet Management
 Heba Peters / Preschool Services
 Evelyn Rodriguez / Assessor
 Henry Rosier / Veterans Affairs
 Gail Roussell / Facilities Management
 Esmeralda Sanchez / Public Defender
 Eric Scott / Museum
 Dawn Spellman / Regional Parks
 Laurie Steele / Transitional Assistance
 Brian Tucker / Economic Development Agency
 Gilbert Vanegas / Information Services
 David Wallsten / Transportation
 Ronald Webster / District Attorney
 Michael K. Wildes / Special Districts
 Alan Yeun / Public Health
 Diana Zipser / Architecture & Engineering

